

April 15, 2008

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

RE:   Invention:	<b>SYSTEM AND METHOD FOR CALL CENTER DIALOG MANAGEMENT</b>
Inventor(s):	Sherif Yacoub
Serial No.:	10/699,264
Filed:	October 30, 2003
Art Unit:	2614
Examiner:	Phan, Joseph T.
Confirmation No.:	2032
Atty. Docket No.	200309365-1

MAIL STOP: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO OFFICE ACTION DATED JANUARY 15, 2008**

Dear Sir:

In response to the Office Action dated January 15, 2008, please amend  
the above-identified patent application as follows:

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin at page 9 of this paper.